

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

FIRST-CLASS PACKAGE SERVICE (FCPS)
SERVICE STANDARD CHANGES, 2021

Docket No. N2021-2

**RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 1-2 OF PRESIDING OFFICER'S INFORMATION REQUEST NO. 10**
(August 10, 2021)

The United States Postal Service hereby provides its responses to the above-listed questions of Presiding Officer's Information Request No. 10, issued on August 3, 2021. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HAGENSTEIN TO
PRESIDING OFFICER'S INFORMATION REQUEST NO. 10**

1. Please refer to the Postal Service's response to Presiding Officer's Information Request No. 7, question 2,¹ in which the Postal Service submitted USPS-LR-N2021-2-NP16, Excel file "POIR No7 Q2 - FCPS root cause failures - FY20 - NP.xlsx."
- a. Please provide definitions and the hierarchy for assignment and assessment for the full set of root causes for First-Class Package Service (FCPS), including each type of "Root Cause" appearing in this Excel file.
- b. The following 13 root causes that account for approximately 90 percent of the failures. Please provide, in addition to the definition, a paragraph of operational explanation for the following 13 root causes:
 - i. DeliveryFailure
 - ii. AcceptToOPDCNextDayAfterNoon
 - iii. Hub1Failure
 - iv. PlacardNotInTOPS
 - v. Missort
 - vi. ADC2MissentToOrigin
 - vii. MissentWrongDDU
 - viii. ClosedOnTimeLoadedLateNotOnIntendedTrans
 - ix. AirPCInSurfaceContainer
 - x. ADCOnTimeAAUFirmFailure
 - xi. OriginPDCToNMOFailure
 - xii. OutofNetworkMissentToOrigin
 - xiii. OPDCOnTimeNoADCScanSCFFailure
- c. Please confirm that these data refer to the amount (number of percentage points) by which on-time performance decreased due to each specific root cause of failure. If not confirmed, please explain.
- d. Please confirm that a root cause failure indicator is not assigned to a FCPS piece that is delivered within its applicable service standard. If not confirmed, please explain.
- e. Please confirm that no more than one root cause failure indicator is assigned per FCPS piece. If not confirmed, please explain.

¹ Responses of the United States Postal Service to Questions 1-5 of Presiding Officer's Information Request No. 7, question 2, July 29, 2021.

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RESPONSE:

- 1.a.** Please see the attached file: "NP-POIR10-Root.Cause.FCPS.xlsx", tab "Q1a - Full List", filed on today's date as part of Library Reference USPS-LR-N2021-2-NP20.
- 1.b.** Please see the attached file: "NP-POIR10-Root.Cause.FCPS.xlsx", tab "Q1b - Spec w Oper Explan", filed on today's date as part of Library Reference USPS-LR-N2021-2-NP20.
- 1.c.** Confirmed.
- 1.d.** Confirmed.
- 1.e.** Confirmed.

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2. Please refer to the Postal Service's response to Chairman's Information Request No. 1 in Docket No. ACR2020.² In it, the Postal Service provided an Excel attachment that had the definitions of the root causes affecting First-Class Mail (FCM). Please draw parallels, where applicable, to the root cause terminology for in FCM and FCPS in order to facilitate understanding of these terms.

RESPONSE:

Root Cause Methodology for Packages:

- To determine the root cause for packages, we always start at the end of the process;
- If a package is late, we start at the stop the clock event and look backward in time to determine where the last on-time scan occurred;
- Once we know this, we can look forward and assign a root cause accordingly;
- Major categories are called Root Cause Types and consist of Origin, Transit, Destination, Delivery and Other;
- Root Causes represent a finer breakdown of Root Cause Types and allow for a more precise determination of where/when/why late pieces happened;
- There are nearly 150 different Root Causes.

For both FCM and FCPS:

- where it shows Origin in the hierarchy (FCM) and Origin as the Root Cause Type (RCT), this indicates the originating facility was assigned the reason for the delay;

² Docket No. ACR2020, Responses of the United States Postal Service to Questions 1-38 of Chairman's Information Request No. 1, question 20, January 19, 2021.

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- where it shows Transit in the hierarchy (FCM) and Transit as the RCT, this indicates that processing was on time when last processed at the originating facility but late when it was first processed at the destination facility;
- where it shows DPS, Destinating or AADC in the hierarchy (FCM) and Destination as the RCT, this indicates that the destinating facility was assigned the reason for the delay;
- where it shows Other in the hierarchy (FCM) and Other as the RCT, this indicates there is not enough scan information to determine a root cause.